

**PX-0276**

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# Lawson Professional Services Statement of Work

For

Deaconess Health System

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CONFIDENTIAL

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## Approval

### Document Information:

#### Document Location

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Amended by Mike Riley

Issue Date 11/07/2007

### Version Control:

All changes to the SOW will follow the Project Change Control Procedure. All changes must be made to this SOW through an authorized Change Order.

### Approval:

The undersigned hereby approve this SOW and acknowledge that it supersedes any previous versions.

#### For Lawson Professional Services

#### For Deaconess Health System

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*11-30-07*

(Date)

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## 5. Implementation Methodology

The Lawson methodology will be used throughout this Project and the methodology is based on Project management Institute (PMI) standards and will be used to manage the project.

### Project Database

Project team members from Lawson and Customer will use a Lawson Project data repository which will be provided by Customer for Project issues and Project documentation.

### Key Assumptions:

- 1) Project transparency and communication channels will support the success of this Project and Lawson assumes a schedule of management meetings with:
  - o the Customer Project steering committee every month and upon request within two (2) weeks' notice
  - o The Project's management team for one (1) hour every week; other times upon request.
- 2) All organizational units and facilities will be implemented on a common system, with common master files, setup, and business processes to the extent that Customer's main facility provides shared purchasing services to these organizations.

### 5.1 Deviations to Implementation Methodology

The methodology will be followed as it is defined. Additional functionality has been added:

- 80 hours for Requisition Self-Service Processflow has been added
- A Supply Chain Management Dashboard with three Smart Notes and access to three reports as defined in Appendix D
- A Human Capital Management Dashboard with three Smart Notes and access to three reports as defined in Appendix D
- Receiving and Delivery have been added to the scope
- Additional time has been added for assistance at Go-Live for the Deaconess Gateway location

No deviations to the Lawson Community Hospital Model Implementation Methodology have been identified.

## 6. Deliverables

The following deliverables will be produced. Ownership and assistance for these deliverables is listed below:

**Owner:** The party responsible for the completion of the task and/or deliverable

**Assist:** The party responsible for providing input and guidance to the owner(s) so that the owner(s) can accomplish the task / deliverable.

### ROLES & RESPONSIBILITIES

#### PLANNING

Deliverables	Owner	Assist/ Collaborate	Completion Criteria
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Deliverables	Owner	Assist/ Collaborate	Completion Criteria
Scope Statement	Lawson	Customer	Version one Scope Statement is approved by Customer and Lawson.
Communication Plan	Customer	Lawson	Communication Plan Approved by Customer and Lawson.
Project Budget.	Lawson	Customer	Version one budget complete. Cost, Schedule and Management plan complete and approved by Customer and Lawson.
Project Charter	Lawson	Customer	Version one Project Charter complete and approved by Customer and Lawson.
Change Control System Document.	Customer	Lawson	Change Control System Document completed and approved by Customer and Lawson.
Organizational Change Management Plan	Customer	N/A	Change Management plan completed and approved by Customer.
Risk Management Plan	Lawson	Customer	Risk Management plan completed and approved by Customer and Lawson
Project Education Plan	Lawson	Customer	Education Project Plan is approved by Customer.
Project Plan	Lawson	Customer	Version One Mutually Authored Project Plan approved by Customer and Lawson.
Conversion Workbooks	Lawson	N/A	Conversion manuals delivered for each purchased product code

## DESIGN

Deliverables	Owner	Assist/ Collaborate	Completion Criteria
As-Is Process Flows	Customer		As-Is Process flows Documented.
Interface Matrix	Customer	Lawson	Interface Matrix
As-Is Assessment Document	Customer		As-Is Assessment Document
Technical Policy & Procedures document	Lawson	Customer	Technical Overview Workshop Complete and Technical Policy & Procedures document complete.
Business Process Design Document	Lawson	Customer	Complete and approved by Customer.

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Migration Plan/Conversion Matrix	Customer	Lawson	Migration Plan/Conversion Matrix complete
System Integration Plan Interface Matrix	Customer	Lawson	System Integration Plan Interface Matrix
Interface Define Business Definition requirements	Customer		Customer has completed and signed off on the Interface business definition requirements
Interface Functional Specification requirements	Customer		Lawson has developed the functional specification requirements
Approve Interface Specifications	Customer		Customer has signed off and approved the Interface specifications
Develop Interface test specifications	Customer		Customer has developed the acceptance criteria for the Interface
Develop Interfaces	Lawson		Lawson will code the interfaces
Unit Test Interfaces	Lawson		Lawson will perform a unit test to ensure Interface executes as specified by client
EDI Set up	Lawson	Customer	Set up with one partner and four transaction sets (850, 855, 832, 810)
CRP Test scripts	Lawson	Customer	CRP Test scripts, including information to be tested and expected outcomes
CRP Issues Log	Lawson	Customer	CRP Issues Log complete, action plan complete
Policy and Procedure Manuals	Customer		Policy and Procedure Manuals
End User Training Materials	Customer	Lawson	End User Training Materials – developed from CRP Testing Scripts by Customer using their license of Captivate
End User Training Plan	Customer		

## CONSTRUCTION

Deliverables	Owner	Assist / Collaborate	Completion Criteria
System Test Plan	Lawson	Customer	Mutually Accepted System Test Plan
System Test Scripts	Lawson	Customer	System Test scripts completed
Readiness Assessment Report	Lawson	Customer	Readiness Assessment Report for System Testing

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Deliverables	Owner	Assist / Collaborate	Completion Criteria
SIT Test Issue Log	Lawson	Customer	SIT Test Issue Log Complete

## ACTIVATION

Deliverables	Owner	Assist/ Collaborate	Completion Criteria
Readiness Assessment Report completed	Lawson	Customer	Readiness Assessment Checklist and Report completed
Project Sign-off	Customer	Lawson	Final Sign off and approval by Customer Executive Project Decision Team.

## LSF 9 Upgrade Deliverables:

### LSF 9.x Roles and Responsibilities

Activity	Owner	Assist	Deliverables
Project Coordination	LPS	DH	-Planning Session -Weekly Conference calls -General Project Coordination work
Project Plan	DH	LPS	-Project Plan
Server Tech Install	LPS	DH	-Install two instances (test and dev)
Test Upgrade LSF Pass (twice)	LPS	DH	-Migration of product lines from 8.0.3 to 90 -Migration of security classes/LAUA -Migration of users -Migration of reports -Migration of jobs -Migration of rd30 information to LDAP -Migration of process flows -Migration of Design Studio
Production Cutover	DH	LPS	-3 days for cut-over
Production Support	LPS	DH	-2 days Post Production support

## 6.1 Project Organization

The following project organization will apply for the duration of the project.

### Key Assumptions:

- (1) Lawson assumes that Customer will provide appropriate office facilities to all full-time and part-time team members assigned to the core Project team as may be required from time to time. This includes, but is not limited to, office space, work desks, networked computers, and Microsoft Office productivity